

DIMENSIONS ARE REQUIRED FOR
PICKUP TRUCKS, VANS, AND
MODIFIED VEHICLES.

L: _____
W: _____
H: _____

HONOLULU VPC

POV SHIPMENT COUNSELING WORKSHEET

Please print legibly and complete all required information accurately

*FILLED IN BY COUNSELOR

MEMBER INFORMATION

FIRST NAME		M.I.
LAST NAME		
TAC CODE *	DODAAC *	
BRANCH OF SERVICE	RANK	GRADE

VEHICLE INFORMATION

MAKE	MODEL	YEAR
LICENSE PLATE	STATE	COLOR
VEH TYPE	2DR / 2 DOOR 4DR / 4 DOOR	P/U / PICKUP VAN / VAN MIC / MOTORCYCLE SUV / SPORT UTILITY
ODOMETER READING AT VPC	Do not record until you arrive at Matson's VPC facility on Sand Island	

PRESENT DUTY STATION

UNIT		
ADDRESS		
CITY	STATE	COUNTRY
ZIP CODE	PHONE NUMBER	

NEW DUTY STATION INFORMATION

UNIT		
ADDRESS		
CITY	STATE	COUNTRY
ZIP CODE	PHONE NUMBER	DESTINATION VPC*

ARRIVAL NOTIFICATION ADDRESS

NAME		
ADDRESS		
CITY	STATE	COUNTRY
ZIP CODE	PHONE NUMBER	

AUTHORIZED DESTINATION

AUTHORIZED VPC *	AUTHORIZED ALTERNATE VPC* *
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*Must match if other than authorized VPC

NOTE: A valid arrival notification address is required to allow the contractor to mail POV arrival notifications in accordance with the contract. Address should contain: Name, Organization, and complete street address and Zip Code. **Please note contract does not require contractor to phone the member with arrival information!**

I have been briefed by my transportation officer and understand fully all of my responsibilities and the requirements for shipping a POV. **I am aware of the 1/4 tank of fuel or less requirement.** I further understand that if all of the requirements are not met I will be turned away at the VPC.

PRINT NAME	SIGNATURE	DATE	TRANS OFFICE VALIDATION
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POV'S WITH MORE THAN 1/4TH TANK OF FUEL WILL NOT BE ACCEPTED!

HONOLULU VPC

POV SHIPMENT INFORMATION AND REQUIREMENTS

The Honolulu VPC looks forward to assisting you with the shipment of your POV. **Members are reminded that federal law allows shipment of only ONE vehicle at government expense – Members that utilized their POV shipment in conjunction with Early Return of Dependents (ERD) orders DO NOT HAVE AN ENTITLEMENT TO SHIP A SECOND POV UPON THEIR DEPARTURE FROM THE OCONUS LOCATION!** We have prepared the following instructions to make the turn in of your POV as quick and easy as possible.

VPC Location: The Honolulu VPC is located at Matson Terminal's Sand Island Facility, Pier 51-B, Sand Island Access Road. The VPC is in the Matson Auto Office building.

VPC Hours: The VPC is open from 0800-1500, Monday through Friday. The VPC is closed on all federal holidays. POV processing normally takes approximately 1 hour and it is for this reason that we ask you to arrive at the VPC by 1500 to allow processing of your vehicle.

VPC Phone: The phone number of the VPC is 808-848-8383. The VPC's fax number is 808-853-2116. To make an appointment to turn in your POV, please call 808-848-8353.

Documentation: The following documents are required when you turn in your POV.

- **Orders** – Three copies of your orders, including TAC code.
- **Title/Registration** – Bring the Original Title and Registration as appropriate to the VPC with you!
- **Lien Holder Authorization** – For International shipments, if there is a lien on your vehicle (ie. You are still making payments on your vehicle) you must provide a written lien holder's authorization on lien holder's letterhead stating year, make, model, VIN Number of the vehicle & an contact telephone number or we can not ship your vehicle. **The lien holder release letter and the lien holder on the registration must match or by law we cannot accept the vehicle for shipment.**
POV Shipments from Hawaii to CONUS locations are exempt from the lien holder requirement if the lien holder is other than a local bank or financial institution.
- **Power of Attorney** -- A power of attorney is mandatory if anyone other than the military or civilian member is dropping off the vehicle. For pick up at destination a POA is also required for all but the member.
- **Customs Clearance Letter** -- A customs clearance letter must be completed for shipments destined for overseas. For Coast Guard this includes shipments to Guam, American Samoa, Puerto Rico and other overseas areas (This does not include Alaska). Contact the Transportation Office for more information.
- **Leased Vehicles** – To ship vehicles on long term lease, members must present their lease agreement and a shipment authorization letter from their lease holder.

Vehicle Condition: The following vehicle conditions must be met when the vehicle is turned in at the VPC. POV's which do not meet any of these requirements will be turned away.

- **Fuel** -- There may be **no more than ¼** of a tank of fuel in the vehicle. This is a DOT requirement for which there are no exceptions.

Member's Initials

Clean Vehicle -- The POV must be delivered to the VPC thoroughly cleaned. This includes washing the exterior and vacuuming the interior. A clean car is necessary to insure an accurate survey of the condition of your vehicle can be performed. **Dirty cars will not be processed, member is responsible NOT THE VPC!**

Alarms -- If you have an alarm it must be deactivated.

Stereo -- Only permanently installed stereo equipment may be left in the vehicle. Detachable faceplates and speaker, which are not permanently mounted, must be removed. The definition of mounted is bolted or screwed in tight, not strapped.

Other Items -- Only items listed in the "Shipping Your POV" Pamphlet are authorized shipment in the vehicle. You may download the listing from www.mtmc.army.mil / Personal Property / Vehicles.

Glass -- If auto glass is cracked, or badly pitted the VPC Contractor may ask you to sign a liability waiver.

Keys -- A complete set of keys for the vehicle must be provided at turn in. This includes ignition, doors, trunk, wheel locks etc.

Over Dimensional POVs -- Vehicles over 800 Cubic Inches will have additional cost for shipment, your POV must be measured by the VPC to determine additional cost. Call 848-8383 to advise your arrival. If the charges have not been paid your POV will not be accepted for shipment.

Tracking your POV: There is a web site to assist you in tracking your vehicle. The address is www.whereismypov.com. To access the web page you will need to enter your VPC order number and your last name.

APPENDIX A

VEHICLE CLAIMS INSTRUCTIONS

These instructions tell you how to file a claim for loss or damage to your vehicle or its accessories that occurred during a Government sponsored shipment. Please read these instructions carefully to understand what you must do.

Please follow these instructions to file a claim..

1. The Government recommends that you first attempt to settle your claim directly with the contractor who shipped your vehicle. If you do not feel that the offer made by the contractor is a good settlement, you may file your claim with a military claims office.

2. Joint inspections.

a. Regardless of where you file your claim, you must prove what damage or loss occurred while the vehicle was being shipped. This is the purpose of the joint inspections when you drop off and pick up your vehicle.

b. Carefully and completely list any loss and/or damage to your vehicle on the DD Form 788 or other contractor's inspection form. You should have two copies: one that you received at the initial turn-in inspection and a second one given to you by the contractor at destination when you pick up your vehicle. List all loss and damage in item #13, column 1 of the DD Form 788. The contractor's inspector will record his agreement or disagreement in item #13, column 2.

c. Do not rely on a representative of the company that shipped your vehicle to list loss or damage for you. **MAKE SURE YOU HAVE LISTED ALL LOSSES OR DAMAGE TO YOUR VEHICLE BEFORE YOU LEAVE THE PICKUP POINT.**

d. Inspect your vehicle very closely. It will be difficult to prove that damage you discover after accepting your vehicle occurred during shipment and not while the vehicle was in your possession. However, if you discover damage after you have left the vehicle processing center, **YOU MUST IMMEDIATELY NOTIFY THE COMPANY THAT SHIPPED YOUR VEHICLE, IN WRITING.** Be sure to give a detailed description of the damage and explain why it was not discovered at the joint inspection when you picked up your vehicle. Keep a copy of the notice for your claim.

3. FILING CLAIMS WITH THE CONTRACTOR.

a. Fill out the claim form provided by the contractor. If you are still at the contractor's vehicle processing center, give the claim to the contractor's representative and retain one copy for your records. If you have left the vehicle processing center, mail the claim form to the address provided by the contractor. The contractor will review your claim and tell you within 45 calendar days how much it will

pay. If you should discover additional damage, after you submitted your claim but before the contractor has paid the claim, you should immediately notify the contractor and amend your claim.

b. If both you and the contractor agree while you are still at the vehicle processing center that your claim can be settled for \$500 or less, you may elect a "quick payment option." The contractor will pay you the amount of your claim immediately at the vehicle processing center. While your acceptance of such a settlement is final with respect to the claimed damage, you may still file a claim for any additional damage discovered and reported within a reasonable period of time after leaving the port.

c. If the contractor does not settle your claim within 45 days, you may file your claim with the appropriate military claims office. (You may also file a claim with the military claims office directly, without first filing a claim with the contractor; however, it is better to file a claim with the contractor first.) If the contractor makes you an offer, you may accept it or you may reject it and file a claim with a military claims office.

d. If you discover additional damage or more extensive damage, after the contractor has paid your claim, you can ask the contractor to consider an amended claim. However, the contractor will generally not be required to reopen a claim after it has been paid. Therefore, it is critical that you do a complete and thorough inspection of the inside and outside of your vehicle and all of its controls and accessories. Do not be rushed in making the inspection. Make sure you check everything and put any damage or loss on the inspection sheet BEFORE YOU LEAVE THE VEHICLE PROCESSING CENTER.

e. You have two years to file your claim with the contractor who shipped your vehicle, BUT YOU SHOULD FILE YOUR CLAIM AS SOON AS POSSIBLE, PREFERABLY WITHIN 60 DAYS OF DELIVERY. Because you only have two years to file a claim with the military claims office, if you wait two years to file a claim with the contractor, you will probably not have time to file a claim with the Government if you are not satisfied with the carrier's offer.

4. FILING CLAIMS WITH A MILITARY CLAIMS OFFICE.

a. If you elect to file a claim with the Government, call or visit the claims office at your installation or the nearest military installation for your Armed Service. Employees of Department of Defense agencies who are not on a military installation should contact the nearest Army installation's legal office. The claims personnel at the military claims office will give you the necessary claim forms and instructions.

b. You must prove that you own the vehicle, that the loss or damage you are claiming occurred during the Government-sponsored shipment and the cost of any repairs or replacement. Claims personnel can answer any questions, especially about estimates of repair. Ensure that the mechanic who fixes your vehicle writes on the repair bill what was repaired or replaced, the costs of any parts and the costs of any labor for each item that was repaired or replaced. For example, a repair bill for a broken tail light and a broken windshield should show the cost of both items separately and have two entries, one showing the time to fix the tail light and one showing the time to fix the windshield.

Appendix A

c. If you have private vehicle insurance that covered the vehicle while it was being shipped, you **MUST** file and settle a claim with your insurance company prior to settling a claim with the Government. You will be required to state on your Government claim form whether or not you have insurance on your vehicle that was in effect during the shipment.

d. If you file a claim with the Government, you are required to notify the claims office where you filed the claim of any offer of settlement or denial of liability by any third party, such as the contractor who shipped the vehicle or your private insurer.

e. While you have two years from the time you first noticed damage to your vehicle to file a claim with the Government, **YOU SHOULD FILE YOUR CLAIM AS SOON AS POSSIBLE, PREFERABLY WITHIN 60 DAYS OF DELIVERY.** Early filing assists the military claims office to resolve any questions about your claim that could delay payment.